



## **JOB DESCRIPTION**

Position Title: **Program Manager**

Working Area: **Medical Quality Assurance & Education**

Class Code: 4919

Exempt

EEO Code: 05

Effective Date: August 30, 2002

\*\*\*\*\*  
\*\*\*\*\*

### **Major Function**

Supervisory and technical work coordinating the medical quality assurance and education functions as required for the Seminole County EMS system.

### **Essential Functions**

*Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.*

Develops, facilitates and evaluates medical quality improvement and assurance systems for the Seminole County EMS System.

Regularly and accurately evaluates the patient care activities of Seminole County EMS System personnel. Regularly and accurately evaluates the operational, administrative, training and procedural activities of the Seminole County EMS System as it relates to patient care.

Develops, facilitates and evaluates medical practice parameters, protocol, procedures and patient care standards on a regular basis for the Seminole County EMS System. Develops, facilitates and evaluates the medical/EMS education system for the Seminole county EMS System. Develops and administers policies and procedures for the Medical Quality Assurance and Education section of the Public Safety Department.

Facilitates investigations and resolves internal and external complaints as they relate to patient care.

Prepares and administers the budget for the Medical Quality Assurance and Education section of the Public Safety Department. Prepares and administers the budget for the EMS Trust Fund for the Public Safety Department. Prepares and administers the budget for the Professional Standards and Education Development Fund for the Countywide EMS/Fire Education Cooperative.

Develops and maintains liaisons with local, state, regional and national EMS Agencies/Organizations (Governmental, Academic and Professional) which have an impact (Legislative, economic, and ethical), on the Seminole County EMS System. Develops and maintains liaisons with all healthcare facilities that interact with the Seminole County EMS System.

Initiates and effectively recommends, for final approval by the Department Director for hiring, termination, performance evaluations, disciplinary and commendatory actions for assigned personnel.

Develops and maintains the quality improvement and assurance data management program for the Seminole County EMS System.

Develops and maintains the education records management program for the Seminole County EMS System. Develops and maintains the Medical/EMS lending library for the Seminole County EMS System.

Develops and maintains the Medical/EMS skills lab and associated equipment for the Seminole County EMS System. Develops, facilitates and evaluates the Seminole county EMS System EMT/Paramedic Certification Program. Develops, facilitates and evaluates the Seminole County EMS System non-emergency ambulance franchise program. Develops, facilities and evaluates the Seminole County EMS System Medical Director contract.

Performs other duties as assigned or as may be necessary.



Position Title: **Program Manager**

Page 2

Working Area: **Medical Quality Assurance & Education**

\*\*\*\*\*  
\*\*\*\*\*

**Minimum Qualifications**

Thorough knowledge of the principles and practices of management and administration. Considerable knowledge of ordinances, laws, regulations, statutes, procedures, and processes related to Emergency Medical Services. Considerable knowledge of research techniques, systems analysis and operations research. Considerable knowledge of quality improvement and assurance techniques. Considerable knowledge of educational curriculum research, development and implementation.

Ability to communicate effectively both or orally and in writing. Ability to establish and maintain effective working relationships with outside agencies, healthcare professionals and County staff.

Skilled in the operation of standard Public Safety communications equipment, multimedia equipment, personal computers and associated software programs.

Bachelor's Degree in EMS, Health Care Administration or other appropriate field. An Associates Degree combined with 10 years Paramedic experience may be substituted for the Bachelor's Degree.

Florida Certification as a Paramedic with a minimum of six years field experience as a Paramedic. Must have two years supervisory experience in a supervisory or training officer capacity.

Florida Licensure as a Registered Nurse is desirable.

*A comparable amount of education, training, or experience may be substituted for the minimum qualifications.*

**Working Conditions**

Under normal conditions the work environment for this position is generally an office setting or classroom environment. Most duties are performed while sitting at a desk, table, workstation or standing in a classroom or laboratory setting. During special operations or disasters this position may be exposed to a variety of environmental and medical hazards associated with Emergency Medical Services operations.